

The Tempe Way



MISSION:

To make Tempe the best place to live, work and play.

VALUES:

People... Integrity... Respect... Openness... Creativity... Quality...

HOUSING SERVICES SPECIALIST I/II

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of administrative technical and clerical duties involved in the implementation of the City's assisted housing programs; to perform specialized field and office work to provide housing assistance to residents, individuals and families, and to promote affordable housing opportunities through rental assistance and first-time homebuyer programs.

Supervision Received and Exercised:

Receives direct supervision from the Housing Services Supervisor.

Receives general supervision from the Deputy Development Services Manager - Housing Services or from other supervisory or management staff.

Distinguishing Characteristics:

Housing Services Specialist I

The Housing Services Specialist I is the entry-level class in the Housing Services Specialist series. This class is distinguished from the Housing Services Specialist II by the performance of more routine tasks and duties assigned to positions within the series.

Housing Services Specialist II

The Housing Services Specialist II is the full journey level class within the series. Employees within this class are distinguished from the Housing Services Specialist I by the performance of the full range of duties as assigned including more complex work assignments. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in these classes are flexibly staffed. Appointment to the Housing Services Specialist II level requires that the employee is satisfactorily performing the full range of duties assigned to the II level class and meets the minimum requirements for the class.

Effective November 1988

Reviewed August 1989

Revised December 2001

Revised June 2002 (creation of flex-class)

CITY OF TEMPE
Housing Services Specialist I/II (continued)

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Provide information and educate tenants, owners, and landlords regarding housing quality standards, and housing assistance policies, rules, and regulations.
- Accept and process housing assistance pre-applications and applications; maintain list of applicants;
- Negotiate with and notify owner of determinations with respect to their offers and proposals.
- Interview applicants and participants to determine eligibility and continuing eligibility for housing programs; certify financial eligibility for housing assistance programs.
- Compute tenant rent amounts; compute housing assistance payment amount; process rental assistance overpayments; collect money on overpayment accounts; maintain records.
- Prepare and maintain required records, files and reports of activities.
- Negotiate and prepare lease agreements and contracts.
- Schedule inspection appointments for initial tenants and annual reviews for tenants on program; may conduct Housing Quality Standards inspections.
- Conduct rent reasonableness surveys
- Assist in mediating differences between participants and landlords.
- Investigate suspected fraud or abuse and, if necessary, prepare and present documentation at informal reviews and hearings.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Housing Services Specialist I

One year of responsible experience in assisted housing programs, housing revitalization programs or affordable housing programs or a related field. Experience with Section 8 and/or CDBG, HOME or other housing grant programs is desirable. Bilingual skills are also desirable.

Housing Services Specialist II

Two years responsible experience in assisted housing programs, housing revitalization programs or affordable housing programs or a related field. Experience with Section 8 and/or CDBG, HOME or other housing grant programs is desirable. Bilingual skills are also desirable.

Training:

For both levels, the equivalent to the completion of the twelfth grade is required.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 104.

Job Code: 5222/5223

Salary Range: 18/20

Compensation Plan: P40 / Regular

FLSA: Non-Exempt